

## **Epidemiologist Lead - Remote USA**

### **TTEC**

---

*This position is only available to those eligible to work in the USA and are current USA residents except those living in CA, HI, or IL.*

Contact tracing is a process that identifies individuals who may have been in contact with someone who is infected by a virus. Once these contacts are identified, public health workers known as contact tracers communicate with these individuals to warn them of potential exposure and connect them with public health information and services including testing.

We will hire, train and supervise a team working remotely to support local health departments to perform COVID-19 contact tracing activities. The aim of this will be to call every person diagnosed with COVID-19 in a particular region, gather information about their contacts, and to call every contact. This is in tandem with other efforts to increase testing, develop coordinated outbreak management response, increase infrastructure for isolation and quarantine support, if needed, and fortify efforts to control the pandemic.

#### **What you'll be doing**

- Lead a team of case investigators and contact tracers
- Triage and escalate issues from the team, brainstorm and implement solutions
- Liaise with local health entity partners
- Maintain daily contact with supervisor
- Perform case investigation and/or contact tracing duties for team as necessary based on team workloads

#### **What you bring to the position (required qualifications)**

- Graduation from an accredited four-year college or university with major coursework in epidemiology, microbiology, infectious diseases, biostatistics, or a related field. Master's degree preferred.
- Experience in the field of epidemiology, communicable disease control, or a related field. Experience performing public health contact tracing functions preferred
- Knowledge of the principles and methods of epidemiology.
- Experience working in a health, human service, or community-based organization or institutional setting is strongly preferred.
- Experience leading remote staff and/or in a complex environment preferred.
- Ability to speak, read, and write English fluently
- Fluency in second or multiple languages a plus
- Ability to work remotely

- Ability to exhibit a professional, positive attitude and work ethic
- Ability to manage and adapt to change
- Excellent interpersonal skills required and ability to show empathy and interact professionally with culturally diverse individuals during a time of crisis and distress
- Excellent organizational and communication skills
- Critical thinking and sound judgment required
- Ability to handle confidential information with discretion and professionalism
- Ability to work through conflict
- Proficiency with computers and data entry into electronic tracking systems
- Ownership of or ability to acquire a personal computer and broadband internet access. A headset is preferred.

Under the supervision of a Contact Tracing Supervisor, the Epidemiology (Epi) Lead will lead a virtual team of case investigators and contact tracers and liaise with community resource specialists to call every person diagnosed with COVID-19, call every contact of a person diagnosed with COVID-19 to assess for symptoms, refer to testing and connect to quarantine/isolation resources as needed. The Epi Lead is responsible for providing contact tracing subject matter expertise to the team.

As a condition of employment, TTEC requires all employees hired in the United States to successfully pass a background check, and, depending on the location and client program, to successfully pass a drug screening. TTEC is an Equal Opportunity Employer.

Location/Division: **United States**

Job Requisition: **02OEC-en**

Work from Home: **Yes**

Please click on the link below to apply for this position:

<https://ttec.taleo.net/careersection/10020/jobdetail.ftl?job=02OEC&lang=en>